AMENDMENTS TO THE CLAIMS

Please cancel Claims 81 and 98 and amend Claim 84 as follows:

1-66.   (Canceled)

67.   (Previously Added) A method of transferring a telephone call and associated
data, comprising:

receiving, on a workstation that is connected to a telephone call, a request to transfer
the telephone call to a destination external to the workstation;

the workstation establishing a data communications link between the workstation and
the destination;

the workstation transferring data associated with the telephone call to the destination
via the communications link;

the workstation receiving from the destination a telephone address of the destination;
and

requesting from the workstation that a switch external to the workstation transfer the
telephone call to the telephone address of the destination.

68.   (Previously Added) The method of Claim 67, wherein:

the telephone call is connected to a telephone of the workstation; and

the telephone address is a telephone number of a telephone of the destination.

69.   (Previously Added) The method of Claim 67, wherein:

the workstation establishes the communications link with a presently-available one
of a plurality of workstations included in the destination.

70.   (Previously Added) The method of Claim 67, wherein:

the workstation establishing a data communications link comprises the steps of:

the workstation requesting a data address of the destination from a destination selector;

the destination selector selecting a data address of the destination from one of a plurality of destination data addresses;

the destination selector providing the selected data address to the workstation; and

the workstation establishing the communications connection with the selected data address of the destination.

71.   (Previously Added) The method of Claim 67, wherein each of the workstation establishing and workstation transferring steps occur at a different time than the requesting step.

72.   (Previously Added) The method of Claim 67, wherein the workstation establishing and workstation transferring steps occur before the workstation receiving step.

73.   (Previously Added) The method of Claim 67, further comprising:

receiving a call transfer notification from the destination; and

disconnecting the communications link with the destination after receiving the call transfer notification.

74.   (Previously Added) The method of Claim 67, further comprising:

determining a profile for the telephone call;

referencing data in a destination selector to determine an appropriate data address for the data associated with the telephone call; and

thereafter establishing the data communications link with the destination.

75.   (Previously Added) The method of Claim 67, wherein the workstation transferring step occurs after the requesting step.

76.   (Previously Added) The method of Claim 74, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications.

77.   (Previously Added) The method of Claim 76, wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

78.   (Previously Added) The method of Claim 76, wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

79.   (Previously Added) The method of Claim 67, wherein, in the requesting step, the request to transfer the telephone call is sent in a format suitable for receipt by a computer-telephone interface ("CTI") link to a private branch exchange ("PBX") and wherein the workstation establishing step comprises:

5   identifying a call-handling application associated with the destination; and

       determining whether the call-handling application is presently active.

80.   (Previously Added) The method of Claim 79, further comprising:

receiving client information from a database, wherein the client information comprises the data in the transfer request.

81.   (Canceled)

82.   (Previously Added) The method of Claim 79, wherein the data in the transfer request comprises an identifier for the telephone call.

83.   (Previously Added) The method of Claim 67, wherein, when the telephone call is disconnected, a disconnect message is sent to the destination.

84.   (Currently Amended) A method of transferring a voice communication and associated data, comprising:

receiving, on a first workstation that is connected to a voice communication, a request to transfer the voice communication to a second workstation different from the first

5   workstation;

the first workstation thereafter establishing a data communications link between the first workstation and the second workstation;

the first workstation directly transferring data associated with the voice communication to the second workstation via the communications link; and

10   requesting from the first workstation that a switch external to the first and second workstations transfer the voice communication to an address of the second workstation.

85.   (Previously Added) The method of Claim 84, wherein the voice communication is a telephone call and the address is a telephone address and further comprising:

the first workstation receiving from the second workstation a telephone address of the second workstation;

the telephone call is connected to a first telephone of the first workstation; and

the telephone address is a telephone number of a second telephone of the second workstation.

86.   (Previously Added) The method of Claim 84, wherein:

the second workstation is a presently-available one of a plurality of workstations.

87.   (Previously Added) The method of Claim 84, wherein:

the first workstation establishing a data communications link comprises the steps of:

the first workstation requesting a data address associated with the second workstation from a destination selector;

5   the destination selector selecting a data address associated with the second workstation from one of a plurality of destination data addresses;

the destination selector providing the selected data address to the first workstation; and

the first workstation establishing the communications connection with the selected

10   data address.

88.   (Previously Added) The method of Claim 84, wherein each of the first workstation establishing and first workstation transferring steps occur at a different time than the requesting step.

89.   (Previously Added) The method of Claim 84, wherein the first workstation establishing and first workstation transferring steps occur before the first workstation receiving step.

90.   (Previously Added) The method of Claim 84, wherein the voice communication is a telephone call and further comprising:

receiving a call transfer notification from the second workstation; and

disconnecting the communications link with the second workstation after receiving

5   the call transfer notification.

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91. (Previously Added) The method of Claim 84, wherein the voice communication is a telephone call and further comprising:

determining a profile for the telephone call;

referencing data in a destination selector to determine an appropriate data address for the data associated with the telephone call; and

thereafter establishing the data communications link with the second workstation.

92. (Previously Added) The method of Claim 84, wherein the first workstation transferring step occurs after the requesting step.

93. (Previously Added) The method of Claim 91, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications.

94. (Previously Added) The method of Claim 93, wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

95. (Previously Added) The method of Claim 93, wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

96. (Previously Added) The method of Claim 84, wherein, in the requesting step, the request to transfer the voice communication is sent in a format suitable for receipt by a computer-telephone interface ("CTI") link to a private branch exchange ("PBX") and wherein the first workstation establishing step comprises:

identifying a call-handling application associated with the second workstation; and

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determining whether the call-handling application is presently active.

97.   (Previously Added) The method of Claim 84, further comprising:

receiving client information from a database, wherein the client information comprises the data in the transfer request.

98.   (Canceled)

99.   (Previously Added) The method of Claim 84, wherein the data in the transfer request comprises an identifier for the voice communication.

100.   (Previously Added) A method of transferring a voice communication and associated data, comprising:

providing a workstation, the workstation being connected to a voice communication, having in memory data associated with the voice communication, and being in receipt of a

5   request to transfer the voice communication to a destination external to the workstation;

the workstation and destination establishing a data communications link between the workstation and the destination;

the destination receiving, from the workstation, the data associated with the voice communication via the communications link;

10   the destination sending to the workstation a telephone address of the destination; and

the telephone address at the destination being connected to the voice communication by a switch external to the workstation.

101.   (Previously Added) The method of Claim 100, further comprising:

the workstation requesting that the switch transfer the voice communication to the telephone address of the destination.

102.   (Previously Added) The method of Claim 101, wherein:

the voice communication is a telephone call;

the voice communication is connected to a telephone of the workstation; and

the telephone address is a telephone number of a telephone of the destination.

103.   (Previously Added) The method of Claim 101, wherein:

the workstation establishes the communications link with a presently-available one

of a plurality of workstations included in the destination.

104.   (Previously Added) The method of Claim 101, wherein:

the workstation and destination establishing a data communications link comprises

the steps of:

the workstation requesting a data address of the destination from a destination

5   selector;

the destination selector selecting a data address of the destination from one of a

plurality of destination data addresses;

the destination selector providing the selected data address to the workstation; and

the workstation establishing the communications connection with the selected data

10   address of the destination.

105.   (Previously Added) A call center, comprising:

at least first and second workstations;

a data communications link between the at least first and second workstations; and

a switch operable to connect a telephone call to the at least one of the first and second

5   workstations, the at least first and second workstations being external to the switch;

wherein, when the first workstation is connected to a telephone call, the first

workstation is operable to effect the transfer of the telephone call to the second workstation

by (a) transferring data associated with the telephone call from the first workstation to the

second workstation via the communications link and (b) requesting that the switch transfer

10 the telephone call to a telephone address of the second workstation.

106. (Previously Added) The center of Claim 105, wherein:

the first workstation is further operable to receive from the second workstation a telephone address of the second workstation;

the telephone call is connected to a first telephone of the first workstation; and

5 the telephone address is a telephone number of a second telephone of the second workstation.

107. (Previously Added) The center of Claim 105, further comprising:

a destination selector operable to select a data address of the second workstation from one of a plurality of destination data addresses and provide the selected data address to the first workstation and wherein:

5 the first workstation is operable to establish the data communications link by:

requesting a data address of the second workstation from the destination selector;

receiving the selected data address from the destination selector; and

establishing the communications connection with the selected data address.

108. (Previously Added) The center of Claim 105, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications.

109. (Previously Added) The center of Claim 108, wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

110. (Previously Added) The center of Claim 108, wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

111. (Previously Added) A call center agent workstation, comprising:

a telephone operable to receive a telephone call;

an agent interface operable to receive a request from an agent to transfer the telephone call to a destination external to the workstation; and

5   a flow connection module operable to (a) establish a data communications link between the workstation and the destination; (b) transfer data associated with the telephone call to the destination via the communications link; (c) receive from the destination a telephone address of the destination; and (d) request that a switch external to the workstation transfer the telephone call to the telephone address of the destination.

112. (Previously Added) The workstation of Claim 111, wherein:

the telephone call is connected to a telephone of the workstation; and

the telephone address is a telephone number of a telephone of the destination.

113. (Previously Added) The workstation of Claim 111, wherein:

the workstation establishes the communications link with a presently-available one of a plurality of workstations included in the destination.

114. (Previously Added) The workstation of Claim 111, wherein:

the flow connection module establishes a data communications link by requesting a data address of the destination from a destination selector and thereafter establish the communications connection with the selected data address and wherein:

5   the destination selector is operable to select the data address of the destination from one of a plurality of destination data addresses and provide the flow connection module with the selected data address.

115.   (Previously Added) The workstation of Claim 114, wherein the flow connection module is further operable to (e) determine a profile for the telephone call and wherein the destination selector, using information in the profile, is operable to reference data to determine the data address.

116.   (Previously Added) The workstation of Claim 114, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications.

117.   (Previously Added) The workstation of Claim 114, wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

118.   (Previously Added) The workstation of Claim 114, wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.